

Clients, patients, residents and staff have rights and responsibilities which reflect the vision, mission and values of the Kelsey Trail Health Region...

VISION

Healthy people in healthy communities

MISSION

Working together to improve the health of people

VALUES

- Accountability
- Transparency
- Respect
- Excellence
- Engagement

When you have a question...

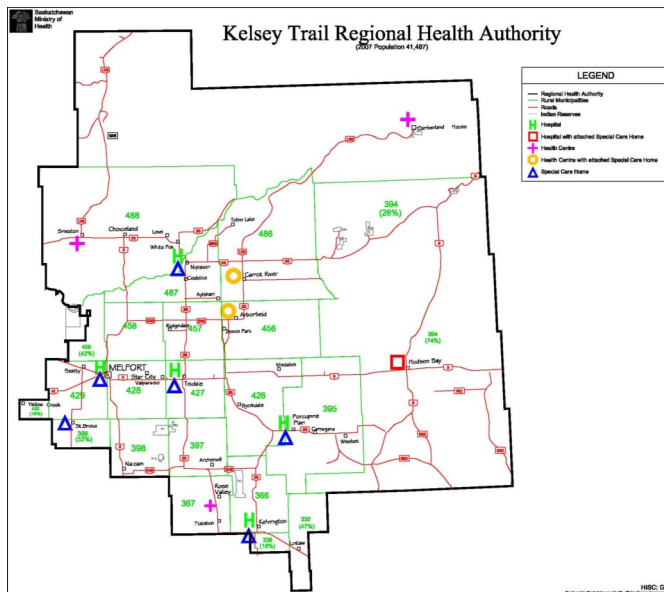
ASK

When you have problems...

TELL US

When you are satisfied...

SAY SO



For more information about this or other services of the Kelsey Trail Health Region contact the Regional Office at 306-873-6600 or visit our website www.kelseytrailhealth.ca



Provincial Health Line—24 hour health advice



YOUR Rights & Responsibilities



Healthy People in Healthy Communities

Your Health is Important to Us

You and your caregivers have certain rights and responsibilities that provide us with a way to work together in a safe and respectful environment.

Clients, patients and staff have the right to be treated in a considerate and respectful manner.

Clients, patients and staff can expect a safe environment in which to receive or provide care.

Our Responsibilities to You

- * We will involve you and/or your family in decisions about your health and treatment plan.
- * We will inform you of your treatment options and the benefits and risks of these options.
- * We will provide care in a manner that protects your privacy and dignity.
- * We will answer your questions about your care.
- * We will respect the spiritual dimension of your healing
- * We will collect only the information that is needed for your care.
- * We will share information only as it may be needed for your care.
- * We will obtain permission and protect your identity if your personal health information is used for research.
- * We will respect your Advance Care Directives/Living Wills.
- * We will uphold standards related to care.

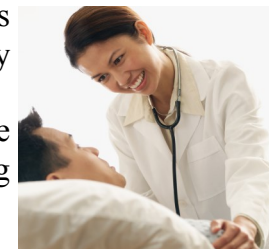
As a client, resident or patient, these are your rights and responsibilities...

YOUR RIGHTS

- ⇒ To know that your personal health information will be treated confidentially;
- ⇒ To agree to, or refuse, any procedure or medical treatment, except as specified by law;
- ⇒ To identify someone who will make decisions and speak on your behalf, in the event that you are unable to do so;
- ⇒ To know who is treating you at all times;
- ⇒ To request a second medical opinion;
- ⇒ To have access to your personal health record and information it contains;
- ⇒ To receive reasonable explanations about your care; and
- ⇒ To receive treatment without cost for those services covered by Saskatchewan Health if you are a Saskatchewan resident.

YOUR RESPONSIBILITIES

- ⇒ To make decisions about your care and to do as much for yourself as you can;
- ⇒ To give accurate information, including your medication history, to your caregivers to help plan your care;
- ⇒ To ask questions when you do not understand information;
- ⇒ To follow the agreed upon treatment plan and inform your care provider when you are unable to do so;
- ⇒ To recognize that the needs of other people may sometimes be more urgent than your own;
- ⇒ To be aware of how your lifestyle affects your health; and
- ⇒ To pay for services not covered by Saskatchewan Health (some ambulance and drug costs).



Care Concerns



You may have some concerns when you are receiving services. If so, speak to the member of your health care team who can best help with your concern. Your health care team may include your Doctor, Nurse (RN or LPN), Aide, Nurse Manager, Social Worker, Therapist, Psychologist, Spiritual Care Provider, or Pharmacist. The Facility Administrator is also available to assist you with any concerns you may have.

If you are not able to resolve these concerns with a member of your health care team or the Facility Administrator, our **Quality of Care Coordinator** may be able to help you. **Call toll-free 1-877-573-6601.**